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CONFIRMATION NO. 9184

<b>SERIAL NUMBER</b> 10/091,905	<b>FILING OR 371(c) DATE</b> 03/04/2002 <b>RULE</b>	<b>CLASS</b> 370	<b>GROUP ART UNIT</b> 2616	<b>ATTORNEY DOCKET NO.</b> 18864-06267	
<b>APPLICANTS</b> Edward L. Reuss, Santa Cruz, CA; <b>** CONTINUING DATA</b> ..... <i>None</i> ..... MM <b>** FOREIGN APPLICATIONS</b> ..... <i>None</i> ..... MM <b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 04/08/2002</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met <input type="checkbox"/> Allowance Verified and <i>Michael J. More</i> MM Acknowledged Examiner's Signature Initials		<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 6	<b>TOTAL CLAIMS</b> 42	<b>INDEPENDENT CLAIMS</b> 9
<b>ADDRESS</b> 32681					
<b>TITLE</b> Management and control of call center and office telephony assets					
<b>FILING FEE RECEIVED</b> 1640	<b>FEES:</b> Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		